

# Support

## Holiday Hours

Please be advised that due to the upcoming Thanksgiving Holiday, limited Exostar Support will be available Thursday, November 26 - Friday, November 27. Phone Support will be open from 3:00 AM to 12:00 PM Eastern Time (EST). Exostar will not be offering chat or webcam proofing support during these hours. Regular support hours will resume on Monday, November 30.

## High Call Volume

Due to heavy call volume, you may prefer to use the chat feature, create an online case, or submit your support request to [customersupport@exostar.com](mailto:customersupport@exostar.com). Thank you for your understanding and patience!

## Top Issues

[Login Information](#)

[Password & User ID](#)

[Application Access](#)

[Credentialing](#)

[Profile Updates](#)

[Purchases & Payment](#)

[MAG Navigation](#)

[Trading Partner Manager \(TPM\)](#)

[Video Proofing](#)

[Check System Status](#)

[Browser Login Issues / Clear Cache](#)

Chat is available Monday to Friday  
6:00 AM – 6:00 PM EST  
Chat support may not be open based  
on availability.

Language translation is available  
through Google translator in Chat for  
over 20 different languages.

## Need Support?

You can reach our Customer Support team through the creation of an [online case](#), start a chat or by calling one of the numbers listed below.

- **USA & World-Wide Phone:** +1 703-793-7800
- **United Kingdom Phone:** 0203 3007093
- **Australia:** +61 2 8073 8383

If you create an online case form below, please include the **Product, Issue**, and a detailed description of your issue in the **Message** field. If you are receiving an error message, please attach a screen shot with your case to help us more quickly identify the issue.

### Healthcare and Life Sciences on MyExostar

Please note that customers of the Healthcare and Life Sciences industries need to reach out to their Tier 1 support. To find the correct contact information, please click [here](#) and click on "LEARN MORE" under the appropriate industry.

### Customer Support Form